

**WHAT IS CLAIMED IS:**

1 1. A configurable system for communicating via multiple communication  
2 channels of different media types comprising:  
3 a plurality of channel drivers, each channel driver of the plurality of channel drivers  
4 for communicating with a corresponding communication channel of a plurality  
5 of communication channels, at least two of the plurality of communication  
6 channels having different media types;  
7 a plurality of commands, each command being associated with a channel driver of the  
8 plurality of channel drivers;  
9 instructions for providing a user interface for specifying an outbound communication  
10 channel to perform an outbound command of the plurality of commands, the  
11 user interface comprising a plurality of user interface objects, each user  
12 interface object being associated with a command;  
13 instructions for determining an outbound channel driver of the plurality of outbound  
14 channel drivers to issue the outbound command to the outbound  
15 communication channel;  
16 instructions for sending the outbound command to the outbound channel driver for  
17 issuing the outbound command to the outbound communication channel;  
18 a database comprising:  
19 a command table comprising a plurality of command records, each command  
20 record representing a command of the plurality of commands;  
21 a channel driver table comprising a plurality of channel driver records, each  
22 channel driver record providing a location of a channel driver file  
23 name for one of the plurality of channel drivers; and  
24 a user interface object table comprising a plurality of user interface object  
25 records, each user interface object record corresponding to a command  
26 record of the plurality of command records of the command table;  
27 instructions for associating a command of the plurality of commands with a user  
28 interface object of the user interface object table, wherein the activating the  
29 user interface object issues the associated command.

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